

THE Nexus

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State Librarian Ann Joslin

ICfL Update at ILA Business Meeting

At the 2013 Idaho Library Association Conference Welcome on Thursday, October 3, State Librarian Ann Joslin presented data from recent Idaho Commission for Library (ICfL) programs:

- [LiLi databases](#) have seen a 65% increase in use in the last two years.
- The [Read To Me \(RTM\) program](#), in place for 16 years, is creating a level playing field to help families raise readers. Two recent programs are increasing access to reading materials and helping parents and caregivers understand the importance of libraries and of kids reading at home:
 - The Read To Me Mini-Grants program increased book collections at public and school libraries in FY13. The FY14 mini-grants focused on school libraries to enhance their collections and improve check-out practices for their youngest students. Because both years saw many more applications than we could award and the need is so great, we are asking for a \$100,000 budget enhancement to double the funds we have available for the RTM Mini-Grant program.
 - The Routes to Reading program, funded by a National Leadership Grant from the Institute of Museum and Library Services (IMLS) and the Campaign for Grade-Level Reading, is designed to significantly increase the amount of reading done in Idaho homes and child care settings. Focused on low income and rural families and reaching kids with prep materials for pre-school and kindergarten, it includes Books To Go, storytimes online at DayByDayID.org, and TumbleBook™ e-books.
- [Summer Reading](#) participation increased 350% since 2001, with a 15% increase over last year. Summer Reading is another way to promote literacy.
- The Broadband Technology Opportunities Program (BTOP), "[online @ your library](#)," significantly increased broadband speed in 55 public libraries and delivered 755 new devices to these libraries. New online resources for all libraries and all Idahoans with Internet access include [Scout Video Collections](#), [Media Literacy Courses](#), Idaho [Citizen Resources](#), Maximize Your Job Search [online workshops](#), and [LearningExpress Library](#) (LEL).
 - The estimated value of the resources provided in LEL since the beginning of use is \$5,335,685.

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Idaho Commission for Libraries

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Mission:

The Idaho Commission for Libraries assists libraries to build the capacity to better serve their clientele.

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State Librarian

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The Nexus is available as an e-newsletter and PDF. To subscribe go to <http://libraries.idaho.gov/page/subscribe-to-nexus>.

- Idaho libraries demonstrated how much they value LEL by committing to funding it for an additional eight months to fill in the gap from October 31, 2013 when our current subscription ran out and July 1, 2014 when we hope to fund it through a requested budget enhancement. It is heartwarming and rewarding to see how library community came through.
- Public Access Technology use grew 57% in BTOP connectivity libraries.
- We collaborated with partners: Idaho Public Television helped create some of the new resources—including a [virtual tour](#) of the refurbished Capitol—and helped promote statewide resources and Internet at Idaho public libraries. Through the Idaho Department of Labor came the job search workshop, other workforce development resources, and help funding digital literacy coaches at public libraries. We worked with the Idaho Office for Refugees to train 12 digital literacy trainers who were fluent in 16 different language and reached over 2000 refugees in six months.

Joslin noted that Idaho libraries offer a variety of resources as well as a place to learn something new. When she talks to legislators, they always tell her what's going on in their libraries. She thanked the libraries for their good work.

For more highlights from the conference, click [here](#).

ILA 2013 Annual Conference and Awards

The 2013 Idaho Library Association (ILA) Annual Conference, "Idaho Libraries: Making Our Mark," offered something for everyone, with workshops, business meetings, panels, presentations and a banquet.

Congratulations to the following people, who were recognized at the 2013 Awards Banquet and Ceremony for their contributions to Idaho libraries:

- **ILA Scholarship:** Beverly Richmond, Priest Lake District Library
- **Gardner Hanks Scholarship:** Kate Lovan, Garden City Public Library
- **Special Services to Libraries:** Laura Young, Meridian Library District
- **School Library Media Program of the Year:** Century High School, Pocatello School District #25, Megan Perryman
- **Librarian of the Year:** Peggy Cooper, Boise State University, Albertsons Library
- **Idaho Book of the Year:** *Books, Bluster and Bounty* by Susan Swetnam

The Association also awarded Honorable Mention recognition to two books: *Anything Worth Doing* by Jo Deurbrouck and *Be Brave, Tah-hy!* by Jack R. Williams. Find conference photos on ILA's Facebook page at www.facebook.com/IdahoLibraries.



Laura Young receives Special Services to Libraries award



Library News From Around the State

Find out what is happening in Idaho libraries. Do you have news about your library that you'd like to share in an upcoming Nexus e-newsletter? Please let Teresa Lipus know at teresa.lipus@libraries.idaho.gov.



Bruneau Valley District Library and community mourned the passing in October of librarian Clara Morris. She was an active member of the Bruneau Ladies Aid Society, Bruneau Veterans of Foreign Wars Auxiliary, and the Owyhee County Historical Society.

Carol Copeland was confirmed as the director of the Bruneau library , effective November 3, 2013.

Buhl Public Library was awarded \$15,000 in grants this fall through the Troxell Fund, Inc. Ann Troxell Murdoch invited the library to submit grant proposals for its greatest needs. All three requests were funded: 1) \$5,000 over three years for the Boys and Girls Club summer reading program with the library—for supplies, activities, bringing in more presenters, and prizes and books for the children who participate; 2) \$5,000 for infrastructure, replacing six staff computers; and 3) \$5,000 for a new, networked color printer-copier-scanner.

Library director Cynthia Toppen said they feel very fortunate to be offered this incredible opportunity as a way of honoring Murdoch's mother, Barbara Noble Troxell. Her mother had fond memories of growing up in the Buhl/Castleford area and viewed small-town libraries as essential community centers. Library staff is grateful to be able to supplement Summer Reading support from the local service clubs because the Boys and Girls Club summer reading program has high participation and goes all summer. They are also thrilled to improve technology so they can provide the best service possible, including speedier reference and higher quality printing capabilities. The Troxell family's love of libraries has benefitted the entire community.

Coeur d'Alene Public Library's outreach to encourage early literacy received the 2014 National Head Start Association Edward Zigler Innovation Award. Library staff members Susan Thorpe and Barbara Nolan received the national award for their work with the Commission's Read to Me *My First Books* program and Head Start. See more at <http://cdacity.blogspot.com/2013/10/library-wins-national-zigler-award-for.html>

Eastern Owyhee County District Library, Grand View is grateful to Director Kathy Chick for over 19 years of committed library services and unwavering advocacy for children's programming. Chick is retiring and her last day is December 18, 2013. She celebrated with the school children during Idaho Family Reading Week in November and said that the children made her job so much fun.

Tammy Gray will be the new director, effective December 19th.

Larsen Sant Franklin District Library, Preston, thanked Cloteele Dahle for 33 years of dedicated service to the people of Franklin County with a retirement party in September. Through the years Dahle contributed to the improvement of library operations and services in Eastern Idaho and demonstrated tireless dedication and leadership.

Laura Wheatley was welcomed as the new director.

Nampa Public Library recently received a gift of \$380,000 from the Micron Foundation for technology in their new library. See more at www.idahostatesman.com/2013/12/11/2921970/micron-foundation-donates-380000.html#

Ririe Public Library was saddened by the passing in November of former library director Janet Warren. Warren, who had retired last spring, was always surrounded by the children who came flocking to the library and were drawn to her.



ICfL Board Tours Libraries in North Idaho

The Idaho Commission for Libraries (ICfL) Board of Commissioners visited six libraries in north Idaho in October. The Board tours libraries annually, choosing a different area of the state each year. This year's visit included Lewiston High School, Lewis Clark State College (LCSC), Grangeville Centennial Library, Grangeville Elementary/Middle School, and Prairie-River District Library Nezperce Branch on Thursday, October 17, with a tour and a regularly scheduled board meeting at Lewiston City Library on Friday, October 18.

Thursday morning's first stop was Lewiston High School Library, lively with speech and biology classes doing research. Librarian Mary Ann Funk and staff have created a student-friendly atmosphere that promotes digital literacy. Twice weekly the library has "evening academy" 6-8 p.m., which allows students who participate in extracurricular activities, as well as students who don't have computers, to access the library outside of regular school hours.



ICfL Board at Lewiston City Library

Next was Lewis Clark State College, where Director Sue Niewenhaus gave an overview of the college and a tour of the library. LCSC staff members have been recipients of various continuing education grants through ICfL and several have collaborated with ICfL on projects and advisory groups. The Commissioners were pleased to hear about the library's ability to piggyback off LiLI databases to get more bang from their library budget.

Next stop was Grangeville Centennial Library. Director Rebekah Hosman wore many hats as she gave a tour—also greeting library users at the door and answering the phone in the busy library. The Commissioners enjoyed hearing about the library's community partnerships, as well as the many services provided to the community. They also enjoyed the children's library space and seeing the colorful "storybook" quilts donated by the local quilters.

At Grangeville Elementary/Middle School Library, Principal Alica Holthaus welcomed the Commissioners and escorted them to the library. District Librarian Lynn Johnson and School Librarian Kelly Blair explained that, with 500 students, the library has 26-28 half-hour class visits per week. The Commissioners were impressed with the collaboration between the school library and ICfL, and were very interested to hear about the library's participation in ICfL's Read to Me mini-grant project and the circulation of new books.

The Nezperce library opened on a scheduled closed day and invited the public for the Board's visit. Branch Supervisor Sharon Harris, trustees, and enthusiastic community members turned out to help showcase the library—which is less than four years old—and share stories about the many services the library provides. The library receives much community support and acknowledges donors of \$1,000 or more by displaying their family profiles.

On Friday, before their board meeting in a conference room at the new Lewiston City Library, the Commissioners were treated to a tour. Director Alexa Eccles and Community Services Librarian Heather Stout explained how the former hardware and furniture store was transformed into the bright and welcoming library—retaining original features such as 100+ year-old red fir floors, tongue-and-groove ceiling, and brick walls, while adding a soundproof teen space, moveable bookshelves, and beckoning reading areas. The Commissioners were pleased to hear about the recognition by the area businesses that the library is revitalizing the downtown area.

The annual fall tour of libraries is a highlight for the Commissioners. They enjoy getting out to visit libraries and staff and are always pleased to see the use of technology and the online resources that are available statewide through the Commission, including the Lili.org databases and LearningExpress Library. And, they continue to be impressed with the collaboration between school and public libraries, and with libraries and their communities.

See photos of the board tour at www.flickr.com/photos/icflphotos/sets/72157637205153144/.



Turning the Page—Geek the Library by Shirley Biladeau Continuing Education Consultant

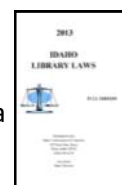


Five Idaho libraries, along with five Washington state libraries, successfully completed the Turning the Page program in November. Congratulations to Cascade Public Library, Eagle Public Library, East Bonner Library District, Gooding Public Library, and Grangeville Centennial Library for pulling together a Library Community Building Team. These libraries have taken the first step in educating themselves about community building. During the six online sessions, topics such as public perceptions, leadership, telling your story, and building relationships were covered. Tools and resources were shared, plus participants interacted with other libraries, both in Idaho and Washington state.

During the final online session, Jenny Powell from Geek the Library got everyone all fired up about Geek and the resources available for libraries to promote their services via the Geek program. This will be the next step for those libraries that gained a solid footing through Turning the Page. Once a library registers with Geek, they receive one year of support through materials and consulting in regard to the community-building activities. For more information about Geek go to <http://get.geekthelibrary.org>.

2013 Law Manual Now Online

The latest edition of Idaho Library Laws is now online as a PDF at <http://libraries.idaho.gov/node/9175>. This version updates any changes that were made to Idaho Code during the 2013 legislative session. The paper version of Idaho Library Laws will not be reprinted at this time. If you have any question about the currency of a particular statute, check the online manual or go to Idaho Statutes at www.legislature.idaho.gov/idstat/TOC/IDStatutesTOC.htm for the most recent version. If you have other questions, contact your area field consultant.



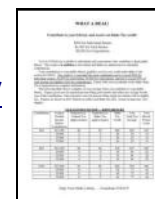
Proposed Legislation Regarding Idaho Code 33-2606

Idaho Commission for Libraries (ICfL) has received permission to proceed with legislation that will change an incorrect citation in city library law, [33-2606. BOARD OF TRUSTEES -- MEETINGS](#). That section of code currently reads: “....All library board meetings are to be held pursuant to the open meeting law, sections 67-2340 through 67-2344, Idaho Code.” The only thing that this legislation will change is the citation on open meeting law. The final sentence should read: “All library board meetings are to be held pursuant to the open meeting law, sections 67-2340 through 67-2347, Idaho Code.”

See Idaho Code Title 67, Chapter 23 for any questions on the open meeting law citation, and please contact your area field consultant with any questions or concerns. Even though current code 33-2606 does not include a correct citation on the open meeting law, libraries still must follow 67-2340 through 67-2347.

2013 “What a Deal” Idaho Tax Credit Fact Sheet Available

The “What a Deal” Idaho Tax Credit fact sheet for 2013, designed to help you promote donations to your public library or library district is available [here](#) and on the Idaho Commission for Libraries website at <http://libraries.idaho.gov/page/public-library-contribution-tax-credit>. The credit is limited to the smallest of one-half of the amount contributed, 50% of the individual’s income tax, or \$500 (\$1,000 on a joint return).



To receive a deduction for 2013, individuals or corporations must donate to the library by December 31, 2013.

Please copy the fact sheet freely and use it to encourage members of your community to donate to your library.

If you have questions, check with your accountant or the Idaho State Tax Commission for complete information



Letters About Literature Deadline Approaching!



The Deadline for Level 3 (Grades 9-12) submissions for Letters About Literature was December 10, but there is still time to enter Level 1 (Grades 4-6) and Level 2 (Grades 7 & 8). The contest, sponsored by the Center for the Book at the Library of Congress, is a writing and reading contest for students in grades 4-12 in which they write a letter to the author (living or dead) of a book that affected them personally. Find information about the contest at www.read.gov/letters/.

Prizes are awarded in three categories on the state and national level. Go to [Letters About Literature](http://LettersAboutLiterature.org) on the Library of Congress website to see some of the past winners' letters and the Rules and Guidelines to find out how your students or an entire class can enter.

- December 10, 2013 was the entry deadline for Level 3 (Grades 9-12).
- January 10, 2014 is the entry deadline for Level 1 (Grades 4-6) and Level 2 (Grades 7 & 8).

Grant Writing USA Workshops at ICfL **by Kristina Taylor, grants/contracts officer**

Idaho Commission for Libraries (ICfL) recently hosted two grant workshops offered by Grant Writing USA at our Boise office. Library staff from around the state; ICfL employees; and other state, county, and city employees who work with grants were invited to attend.

In August, 34 participants learned how to write grant proposals from start to finish, how to locate and track relevant grant opportunities, and how to report on a grant's progress and impact in the Grant Writing Workshop.

In September, 14 participants attended the Grant Management Workshop and learned how to manage federal, state, and local government grants in accordance with laws and mandatory compliance guidelines. In addition, participants in this workshop learned how to navigate the numerous and diverse federal grant websites in this complicated field of grant work.

Through ICfL's Continuing Education (CE) Grants Program, six libraries were offered CE Grants to offset the majority of the costs required to attend these workshops. When asked about their workshop experience, participants said:

- "I learned how to get started in the grant process and was introduced to incredible resources for finding funding."
- "At this point, I feel confident that I have the skills to search out and apply for grant funds."

Overall, the workshops offered by Grant Writing USA and hosted by ICfL were a success and helped meet the need for grant training in the library community, as well as for state and local government entities.

ICfL plans to host grant workshops by Grant Writing USA in 2014 and will announce this opportunity through the LibIdaho listserv when details are available. If you would like to receive a personalized email regarding this opportunity, please email me at kristina.taylor@libraries.idaho.gov.



Customer Service—A Skill or a Culture?

by Shirley Biladeau, continuing education consultant

Let's explore the question "Is customer service a skill to hire for —or is it a workplace culture?"

A Skill

Perhaps the title of this section should be "Can customer service be learned or is it a natural ability?" In researching this topic, one can find various lists of customer service skills every library director, trustee, and employee needs. Here is a short list of skills/abilities anyone who works with the public should have. In the library, that includes the director, trustees, and all staff [accessed October 15, 2013 at www.helpscout.net/blog/customer-service-skills/]:

- Patience
- Clear communication skills
- Attentiveness
- Ability to listen
- Willingness to learn
- Ability to ask questions

Of course, this list can be augmented with other soft skills. The reality, though, is that customer service stems from an individual's attitude at the point of contact with the customer. Back to the question "Can customer service skills be learned?" Yes, a willing learner can change and create new skills. Now the question becomes "Am I willing to change to improve my customer service skills?"

A Workplace Culture

To provide excellent customer service, there must be:

1. A positive work environment to enable staff to serve the customer.
2. A customer service policy in place and posted in the library and on your website.
3. An annual staff review that includes customer service competencies.

In public libraries, this process begins with the trustees and library director. Here are resources to explore:

- "Eight Keys to Creating a Customer Service Work Culture" from Inc. at www.inc.com/articles/2000/08/20028.html.
- "Creating a Customer Service Culture" by Debra Templar at www.slideshare.net/DebraTemplar/creating-a-customer-service-culture.
- "Tony Hsieh, Zappos, and the Art of Great Company Culture" <http://blog.kissmetrics.com/zappos-art-of-culture/>.

While customer service is a skill that can be learned by any willing individual, for customer service to flourish it must be nourished by a supportive workplace culture. As a library director or trustee, you can provide leadership, keeping customer service at the forefront of everyday activity. What will be your first step in creating a customer service friendly culture in your library? Perhaps it might be what Anne Hankins at the Kuna Library District has done. The photo to the right shows the motto that employees see every time they step behind the information counter: "Patrons are the REASON not the interruption!"



Here are two WebJunction customer service webinar archives to review:

- "Grace Under Pressure: Tips and Tricks to Cultivate a Positive Approach"
Archive at www.webjunction.org/events/webjunction/Grace_Under_Pressure.html
- "Extreme Customer Service, Every Time"
Thursday, December 12, 2013, 2:00 p.m. Eastern / 11:00 a.m. Pacific
Registration at www.webjunction.org/events/webjunction/Extreme_Customer_Service_Every_Time.html

Next time we will explore the concepts of Internal and External Customer Service.



LearningExpress Library - Contract Extended

by Gina Persichini, networking consultant

The subscription to LearningExpress Library (LEL) has been extended through June 30, 2014. The library community pulled together to keep this valuable tool available to Idahoans through the remainder of the fiscal year when we were in danger of losing access. Please thank the organizations listed below for the continued access to LEL.

- | | | |
|------------------------------------|---|--|
| - Aberdeen District Library | - East Bonner County Library District | - McCall Public Library |
| - Ada Community Library | - Garden City Library | - Meridian District Library |
| - Boise Basin Library District | - Hailey Public Library | - Mountain Home Public Library |
| - Boundary County Library District | - Idaho Falls Public Library | - Nampa Public Library |
| - Buhl Public Library | - Idaho State University | - Portneuf District Library (Chubbuck) |
| - Burley Public Library | - Jerome Public Library | - Rockland School/Community Library |
| - Caldwell Public Library | - Kuna Library District | - Salmon Public Library (Lemhi County) |
| - Camas County Public Library | - Larsen-Sant Library (Franklin County) | - St. Maries Public Library |
| - Cambridge Community Library | - Leadore Community Library | - Stanley Community Public Library |
| - Coeur d'Alene Public Library | - Lewis Clark State College | - The Community Library (Ketchum) |
| - College of Southern Idaho | - Lewiston City Library | - Twin Falls Public Library |
| - Community Library Network | - Lost Rivers Library District | - University of Idaho |
| - DeMary Memorial Library (Rupert) | - Mackay Library District | - Valley Mountain Library Consortium |
| - Eagle Public Library | - Marshall Public Library | |

What can libraries do next?

LearningExpress Library is a valuable investment and Idahoans should have an opportunity to take advantage of high-quality tools available to them. From 4th-grade grammar skills and college entrance exams to professional certifications and Microsoft software tutorials; LearningExpress has something for everyone.

- Use it
- Promote it in your community ([order free promotional items](#))
- Take a [Guided Tour](#) or [watch a webinar](#)



Info about Idaho Core Standards

Do some of your library users, especially parents, wonder what the Idaho Core Standards are all about? The Idaho State Department of Education has a parent brochure available with a high-level overview of the Idaho Core Standards. The electronic version is also available online at:

- [English](#)
- [Spanish](#)

For brochure hardcopies (English or Spanish), email Melissa McGrath at mrgrath@sde.idaho.gov with your library's address and the number of copies you are requesting.

The Idaho Core Standards website, modeled after the above brochure, goes into more depth and is available at <http://www.sde.idaho.gov/site/ICS/>.

Other electronic resources

Other electronic resources available under the Idaho Core Standards Communications Toolkit at <http://www.sde.idaho.gov/site/common/toolkit.htm> include the following:

- [Frequently Asked Questions](#)



- [Myths and Facts](#)
- [sample test questions](#)
- an [overview video](#) of Idaho teachers talking about the Idaho Core Standards, and other video clips

Additional resources:

- PTA's Parent Guide to Student Success: <http://pta.org/parents/content.cfm?ItemNumber=2583>.
(also available in Spanish)
- Links to local school district websites: Many school districts have developed web pages to help explain the new standards to parents at a local level. Here are a few examples:
 - Bonneville: <http://www.d93schools.org/pages/Bonneville/Curriculum/3956982233803382050>
 - Idaho Falls: <http://www.d91.k12.id.us/>
 - Lakeland: http://web.lakeland272.org/cms/page_view?d=x&piid=&vpid=1321521646936

Help Promote TumbleBooks™ and DayByDayID.org

By Erica Compton, project coordinator

A recent survey aimed at parents of Idaho preschoolers who are participating in the Books to Go program found that very few are aware of two new resources available to their families. We are pretty excited about both of these great services and want you to be too!

- TumbleBooks™ – A three-year subscription for all publicly funded public libraries was purchased as part of the Books to Go Leadership grant. If your library does not have the TumbleBooks™ “tumbling” book front and center on your website, it is likely your patrons are not aware of this valuable resource! You can get FREE marketing materials directly from TumbleBooks™ from your “Admin” page. Just click on “Tumble Admin” at the bottom of your page, and then click on “Marketing Materials” for a list of animated gifs, static banners, bookmarks, and more to help you spread the word.
- [DayByDayID.org](#) – Share this online storytime site with your parents and help them build their child's love of learning at home! Parents have access to e-books, videos, songs, rhymes, and other activities every day of the year!



DayByDayID.org
STORYTIMES ONLINE

Here are just a few ways you could promote these great resources:

- Order free customized postcards and send them out to your community. You can order the postcards here: <http://libraries.idaho.gov/page/route-2-information-and-resources>.
- Ask your elementary schools and daycare partners to put a flyer in their newsletters.
- Demonstrate both of these services at upcoming storytimes. Ask parents to help spread the word.
- Feature them and link from your library's Facebook page.

For more information about either one of these resources, contact [Erica Compton](#) at Idaho Commission for Libraries.